

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



OFFICE OF INFORMATION SERVICES

DATE: May 2, 2006

TO: All Medicare Advantage, Prescription Drug Plan, Cost, PACE, and Demonstration Organizations Systems Staff

FROM: Henry Chao, Director /s/
MA/Part D Implementation Manager

SUBJECT: Special TRR Communication –TRC 165

CMS is preparing a Special TRR to be sent to Plans tonight (May 2) to continue the process of addressing Plan transactions that received TRC165 which indicates a system delay in processing the transaction. Please note, not all Plans will receive this Special TRR; only those Plans with transactions/beneficiaries that were impacted by the clean-up.

As a result of this cleanup, Plans will see legitimate acceptance or rejection TRCs other than the TRC165. In most cases, this reject will be TRC008 – Beneficiary Not Found. The definition of this reject code has changed to the following:

A transaction attempted to process. The transaction was rejected, because the claim number was not found in the CMS system. The transaction should be resubmitted with a valid claim number.

Plans should analyze these returned transactions, determine the correct information and resubmit the transaction. This may require the use of the retro process if effective dates are prior to May 1, 2006.

Please direct questions or concerns to the MMA Help Desk at mmahelp@cms.hhs.gov or 1-800-927-8069.

Thank You,
MMA Help Desk
1-800-927-8069